



Our Latest Azamara Transition Update: Week Of May 1

Dear Travel Advisors,

Happy Travel Advisor Appreciation Month! At Azamara, we are grateful for your unwavering partnership, patience, and support. We are committed to making things right while transitioning to our new system and wanted to provide an update on key areas of focus.

Azamara Connect

We are aware that some of our travel partners have not logged into their new Azamara Connect account. Please refer to our [Login Guide](#) for step-by-step instructions. We want to ensure that you're able to login successfully and are happy to work with you to resolve any login issues. If you're having problems logging in, please submit a Travel Agent [form](#) or contact your agency administrator. As a reminder, the Auto Cancel is turned off until further notice.

Air

We are pleased to announce that air booked for travel through June 2023 will be viewable in Seaware Touch by Monday, May 8, 2023. We also want to remind you that airline tickets booked through Azamara are processed 30 days before the departure date. This means that although we have a record of your clients' flights, airfare will not be ticketed by the airline until 30 days before departure.

Onboard Credits

Your clients can now contact you directly to use their OBC as payment for shore excursions in Seaware Touch. To ensure that you have the necessary

knowledge to assist them, please find a step-by-step “**How to View OBC’s**” in Step 1-4 and “**How to Apply an OBC as Payment**” in steps 8-17 [here](#).

Please note that your clients can book shore excursions directly on Azamara.com and pay with a credit card. However, at this time, the functionality for them to apply an OBC coupon as payment through Azamara.com is not yet available.

NEW Seaware Touch Training

We are committed to providing resources to assist you and we are excited to share that we will be conducting more Seaware Touch training sessions. Please find the dates, times, and links to register in the schedule below.

Additionally, a comprehensive [How-To Guide](#) with quick tutorials for many functions within Seaware Touch, as well as our [FAQ's](#), are available on connect.azamara.com.

We will continue to update you on key areas of focus and remain committed to you, your clients, our loyal customers and to the Azamara product. Thank you again for your understanding, patience, and partnership.